

1) What is it that you love about your job the most?

I'd say the ability to change people's lives. People with different needs are given the chance to find out more about the world and eventually themselves. Especially people with limited resources are given the opportunity to address their particular needs. It is truly amazing being able to help others. It is this feeling of service I love about my job the most.

2) What has been the most rewarding moment in your career so far?

Acting as the President of the American Librarians' Association would definitely be one, the other being the ribbon cutting for the Princeton Public Library new building four years ago.

3) If you could create the library of your dreams what are the key elements you would definitely include?

I would try to make it beautiful and functional. There would be enough room for everyone: people, books and technology! Staff would be dedicated to customers' services and eventually we would build up to a great collection of books.

4) You are a great fan of change. Are people generally open to change and innovation?

No. And that's the greatest challenge. You must be willing to convince others that change is inevitable. You must question everything and try to be innovative. These are the keys to success.

5) What is the difference that libraries can make within the 21st century?

Libraries have the ability to close the digital divide and the educational gap that conditions our society. They have an additional role to play when it comes to social isolation. They offer recreation opportunities and moreover promote life-long learning. Libraries could be

characterized as the people's university, one that goes beyond formal education.

6) *Could you share with us your experience as former President of the ALA?*

I had the chance to talk to journalists and face the challenge of convincing them of the libraries' necessity within the 21st century. I also represented the association in the legislative arena. Finally, I met with thousands of colleagues and found out about their own experiences and ideas. I traveled a lot, too.

11) *Was I a multimillionaire, what reasons would you give me to donate to a library? What is your fundraising policy?*

By donating to a library you simply give hope! You have the chance to reach literally everyone within the community and provide with access to resources to people who for one reason or another lack them. You offer more understanding.

12) *What are the future challenges libraries are bound to encounter?*

The major challenge has to do with technology. Libraries need to prove that they are still an important part of society and contribute to the democratic values. At the same time, they ought to keep up the circle of change and adapt to technology updates. Branding and marketing are of crucial importance towards those challenges.

13) *What makes a library successful after all?*

It depends on how you measure success. There is the quantitative success (ie. How many visitors we have) and the qualitative one. I personally give emphasis on anecdotal evidence that is difficult to measure. The people's stories reflect whether the library has become an integral part of the community. These are a meaningful indication as to the final result, I'd say.

14) *As a librarian and a consultant what advice would you give to youth entering the professional life?*

Be open to change and don't be afraid to take risks. Be passionate and talk to everyone about your job and why you love it. Try innovation! Be the best you can...

15) *When it comes to leadership, is it a virtue each person posses? Do all jobs require leadership and management skills?*

I think that leaders can be made. A first step towards becoming a leader is gaining insights of what your strengths and weaknesses are. Today, success is relies on team effort. Therefore, it is not just the person on top that has to be the leader. It is everyone and especially the everyday people who interact with the audience that need to play a leadership role. I often get asked: "Why do we need leaders? Technology offers us some excellent electronic managers". My response is that we need some one to inspire us! That is the figure of the leader.